

## Document Formatting and Transmission Requirements

Over the years the institutions submitting Program Assessment (PA) documents have requested guidelines to ensure that their submissions are in a form that can be accessed by all readers. The following guidelines have been updated to reflect five years of working with electronic document submissions and after numerous conversations with readers and submitters. These guidelines are intended to assist educators in writing and submitting appropriately formatted PA documents.

**PDF Format:** Program Assessment documents must be submitted in Adobe PDF format. PDFs are the most compatible across the variety of computers and operating systems. The only part of the submission that should **not** be completed in the PDF format is the Program Summary. Each Program Summary should be submitted as a separate Word document (non-PDF) and included with the PA submission.

All of the information and attachments (except the Program Summary) must be contained in **one PDF document**. Having only one document provides easy access for readers. Submission of multiple files can create a significant delay in the reading process and many times results in broken hyperlinks. If the submission is too difficult for the readers to navigate, the document will be returned without being read.

**Hyperlinks or Bookmarks:** Documents must have a hyperlinked table of contents or utilize the bookmark feature in Adobe. *(Please note that materials in PDF format do not need a link to return the reader back to the section of the document they were reading, this can be done by using the Alt + left arrow key to go back and the Alt + right arrow key to go forward. The command key is used on Macs.)*

If the syllabi or course of study are multiple page documents it is helpful to have hyperlinks that take the reader to the exact topic or assignment, rather than the first page of the syllabi. When it is applicable location specific links will help guide readers to your supporting documentation.

**Pagination:** Each part of the document must be paginated so that readers can go from the narrative to supporting documentation with ease. The program may choose continuous pagination for the entire document or individual attachments (syllabi, assessment documents, etc.) may have their own separate pagination.

**Title Page:** Include a title page which contains the following: Institution name, name and email address of the contact person, institution mailing address; and the name of the credential associated with the program.

*For example, your institution might call your program an Education Leadership program and the program leads to a Preliminary Administrative Services program*

– if that is the case be sure to list the name of your program and then next to it list “Preliminary Administrative Services.”

**Checklist:** A Program Assessment check list must be included with the submission. Take care to ensure each required item is included and checked off on the form. Make sure the PA check list also contains the name of the credential associated with the program.

**Delivery Models:** If you have multiple delivery options (intern, online, hybrid, student teaching), but the core of the program is the same and only a few courses or assignments vary, please write to the core, then note the differences for each of the delivery options. **You should NOT submit multiple program documents for the same credential.**

*For example, if your institution offers an undergraduate and a graduate level Multiple Subject program, both program pathways must collaborate on ONE program assessment document which describes both delivery models. Additional examples would include programs offered through extension programs or from different departments.*

**Transmission:** Documents should be sent via email as an attachment. This means the document must be well under 10MB and cannot be sent as a zipped file. If you are unable to send the document as an email attachment it can be posted on a website provided that there is easy access for both the CTC staff and the document readers. Please contact us at [programassessment@ctc.ca.gov](mailto:programassessment@ctc.ca.gov) to discuss other types of submission methods (such as drop box) that may exist. **Please remember that your document should not be considered received by the Commission until you receive confirmation email acknowledging receipt.**

**Unacceptable Forms of Transmission:** The Commission’s Professional Services Division no longer accepts paper copies of any program document and are trying to move away from CD and Flash drive submissions as well. *Google Docs* is not an ideal way to submit documents and we ask that institutions use the other transmission options listed above.

We realize there are varying levels of technical assistance at each institution and ask that programs do the very best they can to comply with the requirements outlined in this document.

The internet can be an extremely helpful resource when determining how to accomplish the formatting requirements for your Program Assessment submission. Some programs have used outside assistance to ensure hyperlinks are correctly formatted. We understand that the compilation of each submission involves considerable effort. Your attention to the details is greatly appreciated and will help ensure that reviewers have access to all submissions and documentation.

*The Commission is not able to provide technical assistance on issues such as hyperlinking or creating a PDF; however, assistance is available from CTC regarding the content of the documents. If you have questions regarding the submission requirements please email [programassessment@ctc.ca.gov](mailto:programassessment@ctc.ca.gov).*

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